

URBAN/MUNICIPAL
CA3 ON HW 460
B71
1995

THE BEAT

Special 1994 Year in Review
Insert Enclosed

PUBLISHED BY AND FOR THE EMPLOYEES OF THE HAMILTON STREET RAILWAY COMPANY

VOL 11/3 • SEPTEMBER 1995

HAMILTON PUBLIC LIBRARY

BRYAN KERESZTES . . .

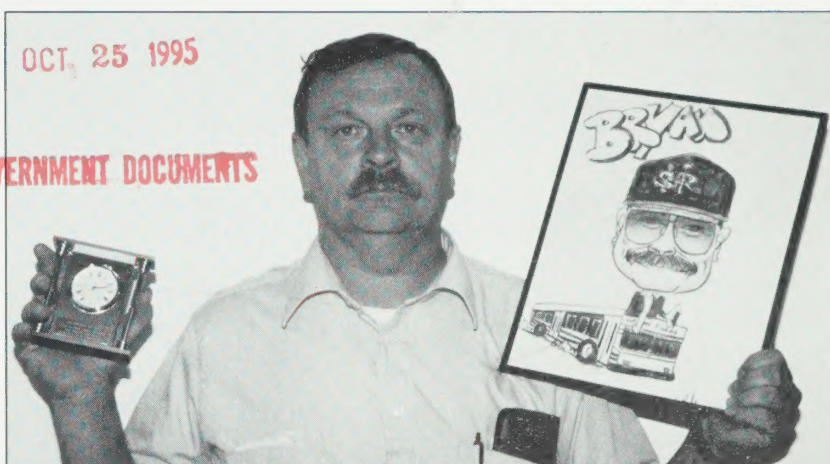
OCT 10 1995

Rookie of the Year

Bryan Keresztes, HSR's Rodeo Champ, did a marvellous job at the CUTA National Bus Rodeo in Regina, Saskatchewan. Bryan was named Rookie of the Year and presented with a trophy and a \$200 cash prize. As if that wasn't enough, our champ also took sixth place overall -- only seven points behind the second place winner.

Bryan and his wife spent six days in Regina and they enjoyed every minute of it. "We had a ball," says Bryan. "We met lots of new friends and we were treated like royalty every step of the way."

Bryan, who has been driving for 10 years, pitted his skills against 24 other contestants on what he describes as a "challenging course." Well done, Bryan. You did us proud!



Bryan shows off his Rookie of the Year trophy and a caricature he had done at the Rodeo Nationals in Regina, Saskatchewan.

The Wheels on the Bikes Went 'Round and 'Round



After our bike rodeo was rained out in May, there were 47 excited kids eager to show off their cycling expertise at the MRTC on Sunday June 11.

All participants received a baseball cap, a frisbee, and a door prize. Lucky grand prize winners Mike Good and Michelle Jarvis each won a new bicycle.

Trophies went to the following super cyclists:

Anthony Monachino (age group 5-8)
Erica Gordon (age group 9-12)
Joe Bisciglia (age group 13-15)

A good time was had by all and, if all the smiling faces were anything to go by, the bike rodeo was well worth the wait.



To Your Health

Mary Beth Beasley
Employee Health Centre

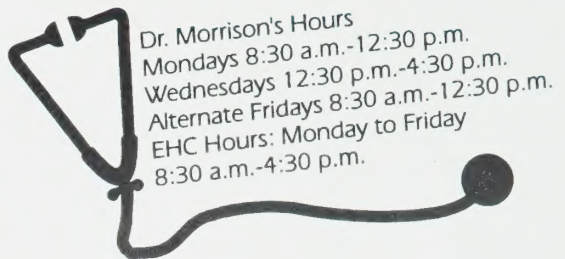


Feel the Fear and Do it Anyway

If you've been in a book store lately you've likely come across the "self-help" section. Publications abound, aimed at making people feel better about themselves and those around them. Some books can be self-serving and "me" oriented, offering rather simplistic suggestions for personal happiness. Recently, I discovered one that goes beyond *me*, advocating a permanent change in the way we, as individuals, view life that can impact positively on us, our families, friends and communities.

I do not fancy myself a great literary critic, and this column is generally reserved for wellness information, not book reviews. However, I feel strongly about the message contained within the book I'm about to recommend because I believe it holds a critical key to health and well-being.

"Feel The Fear And Do It Anyway" by Susan Jeffers begins with the premise that, for many of us, much of what we say and do and how we interact with the world around us is driven by fear - we avoid making difficult decisions and taking risks for fear of doing the *wrong* thing and not being able to cope with the consequences. I



quote, "in all my life I have never heard a mother call out to her child as he/she goes off to school, 'take a lot of risks today, darling.' She is more likely to convey to her child 'be careful, darling.' This 'be careful' carries with it a double message: the world is really dangerous out there, and you won't be able to handle it."

This book suggests that situations and choices aren't necessarily good or bad or right or wrong - just that they take us down different paths of learning. The author goes on to discuss many concepts such as how to take responsibility for yourself, diffuse your internal "chatterbox" (one of my favourites!), move from pain to power, and make "no-lose" decisions. What a strong and positive message for adolescents and young adults as they move out into the world and try to make sense of it all. And, for those of us striving to support HSR's service quality initiatives, I think this is a must read!

Feel The Fear And Do It Anyway is available in bookstores and through the library. I hope you get a chance to read and enjoy it as much as I did - let me know!

BUS BEAT

is produced by the Customer Services Section of the Hamilton Street Railway Company 330 Wentworth St. North Hamilton, Ontario L8L 5W2 (905) 528-4200

Editorial opinions expressed are not necessarily those of the section.

Please forward all submissions to one of the following Bus Beat representatives:

Carole Morris-McHugh	editor, ext: 426
Keith Andrews	267
Christine Hils	222
Edy Graziani	250
Rabin Daljeet	276
Gord Heidman	805
Maria Pateman	215
Rick Toni	284
Steve Walsh	284

Submission deadline for the next issue is November 30, 1995

Calling GO Transit Employees

Just a reminder that you have full access to HSR gym facilities at WSTC and MRTC. Both gyms are well equipped and offer just what you need to unwind after a busy shift.

Lockers are also available, simply contact Carol Petrie at extension 299.



Hard Day Behind
the Wheel?



Why Not Unwind
in the Gym!



Fun and Games at HSR Picnic

Photographs by
Operator Karen Miksza



It was hot (boy, was it hot) hazy and humid on Sunday July 16; the perfect day for a picnic at Waterfront Park in Brantford. Around 300 HSR employees and family members descended on the park for some fun in the sun at the HSR/Sports & Rec Picnic.

Laurie Peel (human resources) tells us that her daughters Heather and Charlene "had the greatest time." They were so excited by the races and prizes." Laurie goes on to say that "one of the nice things was that everyone knew each other. There was a real sense of camaraderie that definitely added to our enjoyment."

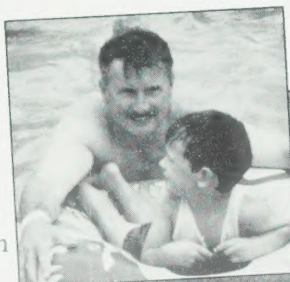
Games, races and prizes galore kept everyone entertained throughout the day. There were also numerous activities on offer in the park including mini golf, batting cages, amusement arcade, and go-carts. Perhaps the most popular spots, however, were the pool and lazy river ride -- just the ticket on a steamy sunny afternoon.

"The kids just love all the water activities, says **Jim Dahms** (planning & design), "and if they are happy then so are the parents. Sports & Rec do an absolutely wonderful job organizing the picnic, and this year was no exception."

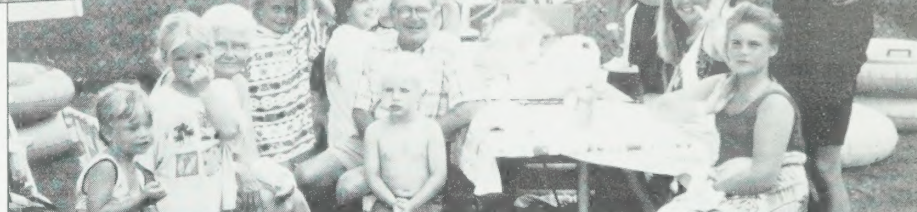
Many thanks to Sports & Rec for putting together such a wonderful day. Everyone had a ball -- thanks to YOU!



▼ The toddler race begins



◀ Bill & Bradley Lupkoski



▼ The Laframboise Clan

▼ Larry Pearson



▼ Bob Mackie and daughter



▼ Relaxing between games



◀ The Peel girls



◀ Karen Miksza's nephew Alex

▼ Steve & Brandon Ames

▲ The Simonyai Family



Sports & Rec Update

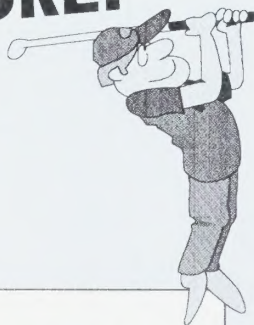


Don't feed the animals . . .

Welland Transit hosted their annual slo-pitch ball tournament on the weekend of July 22. Two HSR teams entered the tournament which, unfortunately, was rained out on the last day. Foul weather certainly didn't dampen the team spirit, however, and a great time was had by all.

HSR's Team One remained undefeated at the end of the first day of play. Shown relaxing above are Team One members: back (l-r) Barb and Chris Campbell, Carol Ames, Sherry Lewis, Nick Pellegrino, Dan Arnott, Steve Ames, John Ford. Front (l-r) Kim, Shelley and Jerry Romano, Jim O'Leary, Joanne Agro, Shaun Battram, Don Pearcey, and coach Larry Griffiths.

FORE!



Ti-Cat Ticket Winners

Season Tickets/Box Seats: **Ken Watt**. Pre-Season: **Colin Robertson**. Regular Season: **Robert Arnott, Tim Dietz, Ray Fackelman, Paris Hagggar, Chris Runtess, A. Sakalahskas, Al Smith, Robert Tolmie, Dallas and Derek Toni.**

Sunday June 4th . . . great weather . . . great company . . . good food . . . good prizes . . . must have been the annual golf tournament at Sundrim Golf Club in Caledonia.

At day's end, the standings looked like this:

Most Honest Golfer - Male:

Alex Simonyai (maintenance)

Most Honest Golfer - Female:

Rosanna Melatti (administration)

Low Net - Male:

Basil Dorey

Low Net - Female:

Christine Cowperthwaite (systems)

Longest Drive:

Paul Thompson (fare administration)

Closest to the Whole:

Jeff Doucette

Low Gross - Male:

Desi Minaji (wind-down operator)

Low Gross - Female:

Julie Brower (customer services)

John O'Donoghue and **Bob Laidman** won two free rounds of golf at the tournament.

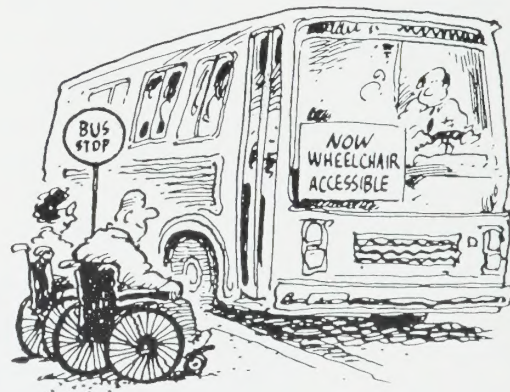
In the Near Future. . .

The HSR will be taking delivery of 25 fully-accessible low-floor buses from New Flyer Industries during the spring of 1996. In anticipation, Rich Chesal, Accessible Transportation Services Manager, has formed an internal project team for planning the introduction of the buses. The team's objectives are:

- To identify existing transit routes which would most benefit from low-floor bus services.
- To address concerns and issues relating to the special features of the new buses, and to establish procedures to guide the use of these features.
- To determine and implement a procedure for evaluation of the new low-floor buses.

In the coming months, the team will be looking for input from HSR employees, customers and potential customers.

Look for updates on the low-floor bus project in future editions of Bus Beat.



Diane Blythe and Bill Smith Receive Service Excellence Awards

Diane and Bill's outstanding commitment to customer service was formally recognized with the presentation of personalized plaques by Terry Anderson, Chairman of the Transportation Services Committee.

After spotting a stranded motorist on the Jolley Cut operator Diane Blythe wasted no time in pulling over to offer assistance. Thanks to Dianne, the grateful motorist was soon back on the road.

When Bill Smith heard a cry for help he wasted no time in getting off his bus and going to the rescue of a woman who was being attacked. In the ensuing struggle, the



Diane Blythe • operator since 1987



Bill Smith • operator since 1961

assailant landed several blows on Bill before running off. Despite the injuries he sustained, Bill says he wouldn't hesitate to do the same again.

Applause ...our people please

Good customer service is vital to the success of the HSR. Fortunately, we have many capable, conscientious and courteous employees who deliver the type of service our customers expect. This service does not go unnoticed. Cheers to the following people who received commendations from customers or co-workers.

Diane Blythe
Rabin Daljeet
Gary Dougan
Godwin Farrugia
Ken Goobie
Richard Horsman
Claude Laframboise
Gord Lilley
Steven Medway
Karen Miksza
Paul Mitchell
Michael Pocock
Edward Reid
Laurent Shand
Alison Shoesmith
Doug Reiger
Siegfried Tepper
Cecil Williams

Helping Our Community



Operation Pal Update

Break down of Operation Pal reports from January through to July 1995.

Vehicle Accident	4	Suspicious Person	3
Fires	4	Suspicious Vehicle	2
Crime in Progress	4	Pedestrian Assistance	8
Motorist Assistance	1	Missing Person	2

Here are two examples of recent PAL reports:

Operator arrived at intersection and noticed that a child had been struck by a van. Operator got out of vehicle to check situation. Operator then called control, requested ambulance, and relayed information on accident and child's condition in a calm and cool manner.

Police looking for a missing Alzheimer's patient called control for assistance. Description was broadcast to all buses. King operator called in to say that missing person was on bus. Operator kept person on bus until police arrived and returned him to safety.

Coming Events . . .

September

Sports & Rec Fall
Get-a-Way-Draw

September 15th

United Way Carnival,
Car Fry & Casual Day

October 28th

Halloween Dance at
The Renaissance Manor
Win a day off with pay!!
Tickets \$12 from Sports
& Rec reps

December 10th

Children's Xmas Party at
Teamster Hall

December 31st

New Year's Eve Party

CONGRATULATIONS

Anniversaries

Congratulations to all retirees celebrating anniversaries . . .

Doris and Jim Hastie celebrated their 50th wedding anniversary on Saturday July 15.

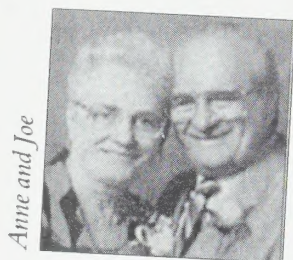
Anne (Penny) and Joe Borsellino celebrated 50 happy years together on Sunday July 16.

Lillian and Ted Donovan celebrated their 60th wedding anniversary on June 29. Best wishes also to Lillian on the occasion of her 90th birthday.

Joyce and Stan Thompson celebrated their 48th wedding anniversary on September 13.



Doris and Jim



Anne and Joe

News Flash . . .

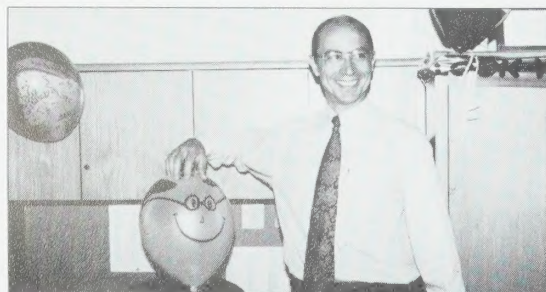
Retired chief inspector **Stan Thompson's** youngest daughter Lori wed Cliff Battram, stepson of operator **Gary Arsenault** on September 16. Lori is also the sister of MRTC tire man **Bob Thompson**. Wow, talk about keeping it in the company!



Lillian and Ted celebrated their anniversary on the recent pensioner's association outing.

Birthdays

Tony Tollis (Manager of Accounting Services) celebrated the big 4-0 on June 13. Tony wasn't prepared for the scary sight that greeted him in the lobby that morning -- a huge grade 9 portrait of himself. Apart from the loss of a few hairs, you haven't changed a bit, Tony!



Which one is full of hot air. Tony jr. on the left or Tony sr. on the right?

Marriages

Best wishes and good luck to . . .

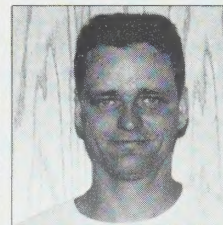


Operator **Fred Gansser** and Rosi who were married on April 15.

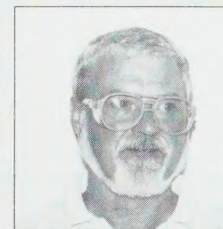
Sharon Skeemer (WSTC cafeteria) on her marriage to Mark Smith on August 12.



Welcome Aboard!



Gary Romikat
Automotive Mechanic
July 17



Allan Parker
Electronic Technician
July 25



Fabian Dicesare
Transit Technologist II
Scheduling
August 28

Attendance Awards

Winners of the \$100 Transit Attendance Award Program for the second quarter of 1995 are:

Grace Anderson
(transportation services)
Kenneth McEwan
(operations)
Ronald Snowden
(operations)

Well done to all employees who achieved perfect attendance.

Retirees Hit the Road

Retiree **Andy Asselin**, president of the HSR pensioner's association, put together a wonderful summer outing for the HSR Pensioners Association. Andy, along with 112 happy retirees, boarded two articulated buses on Thursday, June 29 and headed off to the African Lion Safari for a day of good fun and good company.



IN MEMORIAM

Harold Tufts (HSR/CCL Operator)
Saturday June 3, 1995. Harold retired in 1989 after 30 years of service.

Gusbertus (Bert) Verwey (Operator)
Thursday June 29, 1995 at 77 years of age. Bert retired in 1983 after 20 years of service.

Harry Neal Burnison (Operator)
Saturday July 8, 1995 at 64 years of age. Harry retired in 1989.

Robert John Harker (CCL Operator)
Friday July 14, 1995 at 93 years of age. Robert joined CCL in 1939 and retired in 1967.

Retirement Banquet Rescheduled

After seven successful years, HSR's annual retirement banquet has been rescheduled. Due to budget constraints the event will be combined with April's Team Week banquet honouring employees with 25+ years of service.

Would you like to share a special memory of a past retirement banquet? Please write or call Carole at x426.

HSR COMMEMORATIVE CORNER STONE



Left: maintenance crew in front of 18 Wentworth (1929)



A corner stone on the new Cathedral High School at 18 Wentworth Street North commemorates HSR operations on the site from 1910 to 1990.



THE BACK PAGE

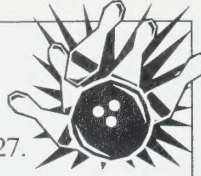
Bowling for Fun

HSR's Sports & Rec Bowling League finished up their first year with a wonderful banquet and awards ceremony on May 27.

The bowling came right down to the last nail-biting night during which the Split Enz prevailed. Congratulations to our first champions Gord Burns, Elaine Winger, Linda Miller and Joan McCormick.

The final standings looked like this: Split Enz 68 1/2 points, Hot Shots and Strikers 67, Nice Heads 66 1/2, Swines 64, and Wingnuts 63.

Don't forget that bowling started on Monday, September 11. Games are at 7:30 p.m. at Sherwood Lanes, and the cost is \$9 per week. For more information contact Gord Winger badge #595 or 387-1608.



All Shook Up

Don Pearcey's recent trip to Memphis, Tennessee is proof positive that one good turn deserves another. Don won the three-day, all-expense paid trip to Graceland after raising over \$250 in the recent Big Brothers Bowl-a-thon.



Donny beside the "Lisa Marie" airplane

re•lax•a•tion

1. The act of relaxing or the state of being relaxed.
2. Refreshment of body or mind; recreation.
3. A loosening or slackening.
4. A reduction in strictness or severity.
5. Shirley and Doris kicking back at the cottage.



Shirley Hannigan (receptionist) and Doris Moore (administration) are the picture of relaxation on a summer trip to Shirley's cottage in Oliphant, Ontario.

Do Unto Others . . .

"The service/quality provided by an organization will, over time, come to resemble the quality of the management system of that organization."

1992 Achieve International

Translation: People manage customer relationships the same way that they themselves are managed. This means that external customers cannot be well-served unless internal customers are well-served.

Buskin Makes an Appearance

On June 6, operator **Gene Carreiro** and the reclusive Buskin (a.k.a. operator **Mike Pocock**) paid a visit to the kindergarten classes at St. James School in Stoney Creek. After a brief HSR history lesson, Buskin offered hand shakes and hugs to the excited kids.



Art the Plant Man

It all started with one clipping from a neighbour's plant, now **Art LeBlanc** has the WSTC tire shop looking like a lush tropical paradise. Art has 22 hanging baskets as well as an assortment of potted plants, all of which are positively thriving in the garage environment.



Art says that not only do the plants add a bit of colour to the area, they also produce oxygen which helps to keep the air cleaner. If you have any hanging baskets that you don't need, why not donate them to Art - he'll certainly make sure that they are put to good use. By the way, all clippings are also gratefully received. "Eventually, I'll have every pipe in here covered," says Art. By the looks of things, that's not too far away.